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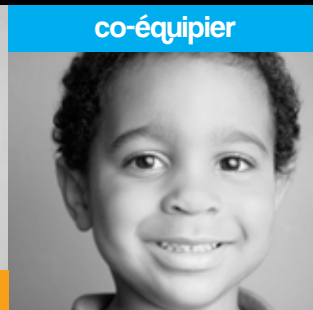
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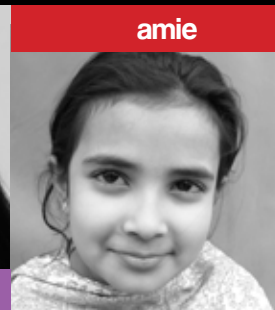
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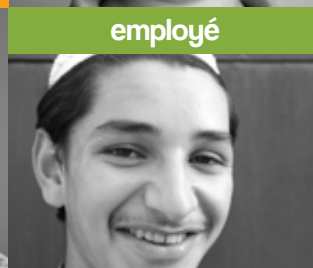
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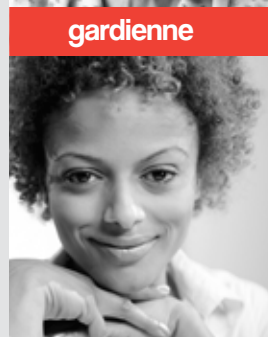
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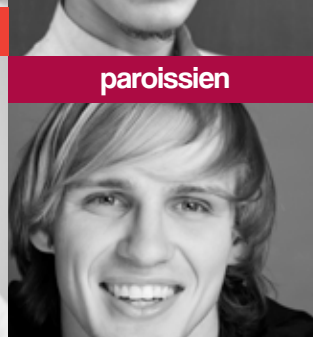
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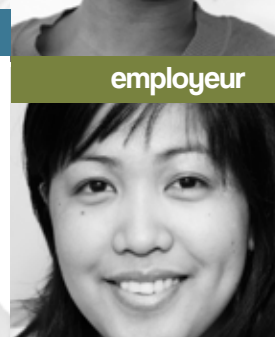
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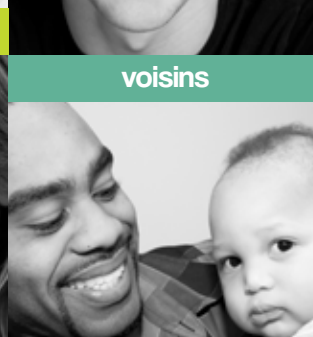
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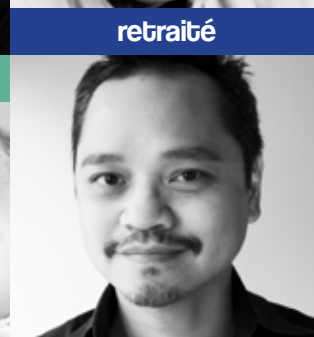
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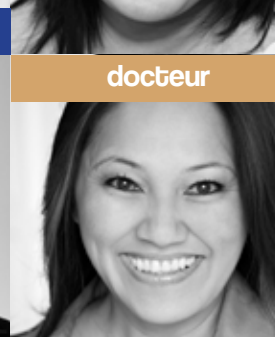
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voisins



investisseur



docteur

une francophonie ontarienne plus forte!

About...

An Innovative Next Chapter for Programs and Services at Citizenship and Immigration Canada (CIC)

By Darlyn Mentor,
Director, Settlement Programs

CIC is always looking for ways to improve how it does business, especially as it relates to policy-making, program development and delivery. At the start of 2010-2011, we introduced a modernized approach to settlement programming aimed at generating strategic outcomes in five key areas, namely *orientation, language and skills, labour market access, welcoming communities, policy and program development*. French-speaking service providers extensively involved in Francophone immigration have been a key CIC funding priority. Through the implementation of new programs and pilot projects and thanks to value-for-money innovations, CIC has improved access to services and made the most of available resources.

Contribution agreements for 2010-2011 totalled \$33.4 million, compared to \$36.8 million the previous year. Under its modernized approach, CIC reiterates its commitment to prioritize funding for Francophone organizations. We continue to fund all service providers that were funding recipients in 2010-2011, in addition to new recipients in the Central Southwestern region, in Windsor-Essex-Kent, Hamilton, Oakville, Mississauga and Brampton.

CIC is currently pursuing four major programming streams: recruitment in the next edition of Destination Canada, language training, economic integration as well as social and cultural integration.

- The Destination Canada program has produced a number of success stories, one of which is the Tunisian experience.
- Collège Boréal provides French-language training courses to newcomers.
- Two economic integration projects are underway: RDÉE Ontario's Opportunities for All initiative and a job fair.
- Four social and cultural integration projects were implemented: settlement workers in

schools (SWIS); cultural skills workshops; integration for French-speaking male immigrants; and culturally-adapted cognitive behavioural therapy.

Several other projects were implemented in 2011-2012. Two curricula were adapted in the area of health sciences—for dental hygienists, health care attendants and nurses—and for early childhood educators. Two courses are now available to immigrants working in the construction industry as part of an integration project. Pilot workshops as part of the Ontario is my home project will begin in January 2012 in cooperation with the Ministry of Citizenship and Immigration (MCI) of Ontario. As well, CIC-funded service providers have received the new and ready-to-implement French-language curriculum based on the revamped Job Search Workshop (JSW) model. (To date, LASI (Local Agencies Serving Immigrants) has hosted a workshop rated very favourably by participants. CIC will proceed this year with the roll-out of the French-language program as a pilot project to ensure that it meets expectations and is effective.)

Coordinators of all three regional Francophone Immigration Support Networks—in Northern, Central Southwestern and Eastern Ontario—continue to make inroads.

Central Southwestern Network

Awareness-raising sessions are held regularly with employers to encourage the hiring of immigrants. As a major supporter of local initiatives, the Network Coordinator is pleased to report that the COUMO sewing cooperative officially opened for business on May 28th in Hamilton. The Network will monitor its progress and provide support as required.

Awareness-raising efforts also focus on making communities more welcoming to newcomers through various initiatives, such as artistic activities that engage youth (in Welland, Hamilton and London schools). Other outreach efforts in those three communities, in addition to Windsor, are being made primarily through discussion tables and immigration committees.

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Citizenship and
Immigration Canada

www.cic.gc.ca

To respond to the articles published
here and offer suggestions or comments,
please contact us by email at
leonie@passerelle-ide.com.

La Passerelle I.D.É. is a non-profit
organization created in response to the
integration and economic development
needs of young Francophones from the
various cultural communities of Greater
Toronto. Founded in 1993, La Passerelle
is recognized within the French-speaking
community for its leadership on issues and
matters affecting its clientele.
www.passerelleide.com

To consult calls for proposals issued by
Citizenship and Immigration Canada,
Settlement Directorate, Ontario Region,
visit www.etablissement.org.

Promotion, Recruitment and Settlement

Sit-up-and-take-notice Study Points to Immigration as a Solution



1 Researcher Ronald Bisson (2nd from the right in the front row) presented key findings of a study on Francophone immigration in Eastern Ontario.

2 Elected officials in Prescott and Russell gathered to discuss study findings and recommendations to increase Francophone immigration in their counties.

3 Study findings were also presented to Kingston community representatives.

If several townships across Eastern Ontario are now listing Francophone immigration as a priority, it is thanks to a research action initiative spearheaded by *Projet Élargir l'espace francophone* (PEEF), a community entity dedicated to expanding the Francophone presence in Ontario.

Through its work in education in both rural and urban settings, the PEEF team came to realize early on that immigration might well be a solution that could help the Francophone population not only to survive, but to thrive as well. The population is being hard hit by a series of phenomena: decreased birth rate, aging, labour shortage, integration issues and assimilation. There are also signs of a weakening or depressed culture.

This realization first led the PEEF team to link up with the Eastern Ontario Francophone Immigration Support Network. Then, in 2010-11, it sounded the alarm throughout the region to compel decision-makers to take action to foster population renewal and growth; to attract, retain and integrate newcomers; to encourage the active offer of French-language services; finally, to ensure the continued existence of the Francophone population.

Strategy of Persuasion

The PEEF team and other stakeholders used an evidence-based approach to open up hearts and minds about the importance of immigration for the region. This strategy was highly effective: it made people sit up and take notice of the need

for action, including the media whose coverage gave the message even more impact.

"Instead of shouting from the rooftops or making demands, we appeal to people's common sense and take a more business-like approach, relying on facts and figures to do the persuading for us. Educating people about the issues and working collaboratively is the way to move forward. This was not a case of the lone messenger: as stakeholders, we got together to deliver a strong message, and it worked", said Daniel-Pierre Bourdeau, member of the PEEF team, Eastern Region, who initiated and managed the research action.

The project *Élargir l'espace francophone* (PEEF) is a provincial initiative specially designed to expand the Francophone presence in Ontario. It stems from a policy introduced by the Ontario Ministry of Education to protect and enhance the French language and culture in Francophone schools.

It started out as a ministry-funded pilot project aimed at promoting French-language education. In the last four years however, PEEF has since morphed into a distinct community entity under the skillful tutelage of CLÉ (*Centre canadien de leadership en évaluation*), a leading agent of change in the community. Today PEEF's reach and impact extend well beyond the field of education.

"Thanks to the hard work of three PEEF community liaison officers, Ontario's 12 French-language school boards are now more strongly anchored in their communities than ever before. Also, the number of partnerships with other sectors of activity—community stakeholders, private sector and government—is growing. That means better and more educational initiatives to breathe new life into the francophone community across the province", explains Pierre Bourbeau, Director of Organizational Development Services at CLÉ.

PEEF has many achievements to its credit, including school-based youth initiatives which are recognized as best practices. (For details, see the 2010-2011 Annual Report of the French Language Services Commissioner.)

To learn more about PEEF and CLÉ, please visit www.espacefranco.com and www.lecle.com.

Compelling Facts and Figures

The research firm Ronald Bisson & Associés was commissioned by a consortium of 15 community organizations to conduct a regional environmental scan. The research was funded by Citizenship and Immigration Canada (CIC) through the Eastern Ontario Francophone Immigration Support Network. RDÉE Ontario, La Cité collégiale and three French-language school boards in Eastern Ontario also contributed funds.

The environmental scan of Francophone immigration in the counties of Frontenac, Stormont-Dundas-Glengarry and Prescott and Russell, the first of its kind in the region, provides a clear picture of the situation: the number of French-speaking immigrants in the region, their economic status, attraction and retention rates in Francophone communities, especially French-language schools, settlement and integration service infrastructure. The scan also spotlights major issues and gaps. Here is an excerpt of the research report.

Key Observations

With the exception of Ottawa, few French-speaking immigrants reside in Eastern Ontario. According to 2006 census data:

- Stormont-Dundas-Glengarry (SDG): 300 Francophone immigrants, 50 of whom arrived in the region between 2001 and 2006, out of a total Francophone population of 24,950;

- Prescott and Russell: 635 Francophone immigrants, 65 of whom arrived in the region between 2001 and 2006, out of a total Francophone population of 53,165;
- Frontenac: 810 Francophone immigrants, 100 of whom arrived in the region between 2001 and 2006, out of a total Francophone population of 4,925.

There are currently 23 service providers that cater to newcomers in either English or French:

- 10 in SDG, three of whom offer services in both English and French; two service providers operate in French only and five in English only;
- 4 in Prescott and Russell, 3 of whom operate in both official languages and 1 in French only;
- 9 in Frontenac, 5 of whom offer services in both official languages, including ACFO Mille-Îles, 3 provide English only services and 1 in French only.

Immigrant community-based social and cultural organizations number 13 in total. All are located in Frontenac and only 2 offer services in French.



The scan led to the identification of 49 churches and places of worship that provide services to immigrants:

- 13 in SDG, 2 of whom offer French-language services;
- 6 in Prescott et Russell, 2 of whom provide French-language services;
- 30 in Frontenac, mostly in Kingston, and 2 of which offer French-language services.

The majority are not based in immigrant communities.

Census data reveal that 82 immigrant children, including children born of immigrant parents, are enrolled in French-language catholic and public schools in the region.

Providers of settlement services that claim to provide French-languages services effectively do so. Very few French-speaking newcomers—a few dozen each year—choose to settle in SDG and Prescott-Russell. Last April in Kingston, the advocacy group ACFO Mille-Îles launched a new settlement project to serve French-speaking immigrants. In total, the city welcomed 80 newcomers, 30 of whom are children. Kingston is the community with the highest number of French-speaking immigrants in the region.

Like many immigrants elsewhere trying to get a foothold in the labour market, French-speaking newcomers settling in Eastern Ontario encounter major language and integration barriers.

For many French-speaking immigrants, study program at La Cité collégiale and La Cité des affaires are a bridge to employment. In 2010, ethnocultural students made up 25% of its student population ((1,196 / 4,600) and 14.2 % of college employees. Some 750 immigrant students were enrolled in study programs at La Cité des affaires, including basic skills training, enhanced language training, and Language Instruction for Newcomers to Canada. Few French-speaking immigrants

living outside the Ottawa area are enrolled at La Cité collégiale. These observations are yet another indication of how few French-speaking immigrants settle in Eastern Ontario, outside Ottawa.

Recommended Actions

Given the region's size and the number of immigrants who choose to settle in Eastern Ontario, the study recommends that the Francophone community adopt a new strategy to attract, retain and integrate French-speaking immigrants. The region is currently welcoming predominantly English-speaking immigrants, a situation that is putting the Francophone community at a disadvantage:

- In SDG, Anglophone immigration is four times greater than Francophone immigration;
- In Prescott and Russell, it is 10 times greater;
- In Frontenac, Anglophone immigration is 50% higher.

Message Received

According to researchers Ronald Bisson et Patricia Ahouansou, those numbers are the real attention-grabbers. The demographic weight of the Francophone population is decreasing with each generation and there are too few French-speaking immigrants coming into the region. Leaders across Eastern Ontario heard the message loud and clear last spring thanks to a media and public awareness tour.

The stakeholders behind the research action—PEEF and the consortium of community organizations—share a common vision as to what should happen next.

“In matters of immigration, especially in rural areas, we are seriously lagging behind. As regional stakeholders, we believe the time has come to launch a region-wide endeavour aimed at developing a recruitment, integration and retention strategy that is win-win for the counties and newcomers. Immigration is a powerful and yet hugely underutilized tool. The Francophone community needs to start using it now and using it well to ensure population growth, its prosperity and continued existence”, says Daniel-Pierre Bourdeau.

The report is available in French online at www.espacefranco.com.

Editorial team based on an interview in the summer of 2011 with Daniel-Pierre Bourdeau and Pierre Bourdeau..



Integration and Awareness-raising

Immigrant Means... Launch of an Unprecedented Campaign

« L'arrivée de sang nouveau est une bonne nouvelle. »
Des dizaines de milliers s'en vont à la retraite, et il y a un sérieux manque de main d'oeuvre en santé et en éducation, entre autres. **L'immigration, c'est notre avenir. Grand temps qu'on le dise. »**

Maxim Jean-Louis
Président directeur général
Contact Nord

Immigrant veut dire : une francophonie ontarienne plus forte

co-équipier, enseignante, infirmière, employé, gardienne, curé, bénévole, amie, paroissien, collègue, propriétaire, employeur, retraité, investisseur

Faites-le savoir. Faites-le valoir.
Découvrez comment à www.passerelle-ide.com

Financé par : Citoyenneté et Immigration Canada / Funded by: Citizenship and Immigration Canada

The campaign poster on the cover and the postcard you see here are just two of the targeted tools La Passerelle-I.D.É. will use in coming months to showcase French-speaking immigrants and how their contributions are enabling Ontario's francophonie not only to survive, but to thrive like never before.

The campaign, the first of its kind in Ontario, is proof of the dramatic demographic change taking place across the province and the whole country. And it does more than showcase immigrant contributions; it is a call to action to Ontarians not only to recognize the valuable role that immigrants play, but also to engage in a positive dialogue about immigration.

"Immigration gives us a clear competitive edge when it comes to winning the war for talent. To grow and prosper, Ontario needs to attract and retain the best and the brightest. That's the key to our economic success," explains Fatou Birima, Chair of the Board of Directors for La Passerelle-I.D.É., a leading non-profit organization specializing in economic development and integration.

Support from Major Partners

Funded by Citizenship and Immigration Canada, the multifaceted campaign is supported by more than a dozen partners representing key sectors of activity such as communications, education and health. They include the Economic and Social Council of Ottawa-Carleton, the Ontario Council of Agencies Serving Immigrants, Assemblée de la francophonie de l'Ontario, Contact North, Association des conseils scolaires des écoles publiques de l'Ontario, Conseil des

écoles publiques de l'Est de l'Ontario, La Cité collégiale and Glendon College, Montfort Hospital, Centre Psychosocial, Action Positive, the Hamilton/Niagara Community Health Centre, educational television network TFO and the weekly Le Métropolitain.

"We are also very proud that several individuals, many of whom are immigrant success stories, are lending their support to the campaign through testimonials and their actions in daily life," notes Roberto Jovel, Senior Manager at La Passerelle-I.D.É. One such individual is Georges Orfali, Chair of the Eastern Ontario Public French-language School Board. Another is Maxim Jean-Louis, CEO of Contact North. There is also Mariette Carrier-Fraser, a champion of French-language education and former President of Ontario's Assemblée de la francophonie.

Multifaceted Campaign

Starting today, the campaign will be rolled out over the next several months across the province through a variety of channels and vehicles, giving Ontarians the opportunity to read, see and hear about the positive impact of immigration in Ontario. Immigrant success stories in education, health, the arts, business, language and culture will be featured in video clips and profiles. Poster, post cards and fact sheets distributed around the province will also trumpet the good news. And ads posted in partner web sites will direct users to campaign headquarters at www.passerelle-ide.com, where they can find all the tools they need to engage in a positive dialogue about why immigration matters in Ontario.

Source: La Passerelle-I.D.É. is a non-profit Francophone organization that promotes economic development and integration. Founded in 1993, the Toronto-based service organization is a leading advocate committed to bringing about positive social change through positive social action on key issues.

Centre français de Hamilton: Proud Service Provider to French-speaking Newcomers

Centre français de Hamilton is pleased to be among the service providers in the Central Southwestern region selected by Citizenship and Immigration Canada to receive funding for the delivery of direct newcomer settlement services.

The community cultural centre is a beacon for the Hamilton *francophonie* in all its diversity. It welcomes newcomers, offering a range of services and activities specially designed to facilitate their settlement and integration. These include a matching program, which pairs newcomers with well-established immigrants or Canadian-born residents, English conversation circles as well as social and cultural outings. There is also a youth committee which organizes various activities such as leadership camps and the ARTFO competition.

For more information, go to centrefrancais.ca.

Source: Centre français de Hamilton

Featuring at the Centre français de Hamilton:

- **Mystérie et la Mathémagie, Staircase Café: January 27, 2012**
- **Hip Hop Workshop with ZPN, Staircase Café: February 11, 2012**
- **Rendez-vous with the francophonie: March 9 - 25, 2012**
- **ARTFO Festival and closing show: April 27, 2012**
- **Franco-Fête and Grand Dérangement Concert: June 30, 2012**
- **Soirée Francofun Evening: last Wednesday of every month 5 - 7 p.m.**
- **Book Club: third Wednesday of every month in the Central Library**
- **Discover Hamilton Day: third Saturday of every month**
- **Ongoing conversation circles in French and in English**



Introducing... ANNA!

Having worked for two years with adapted versions of the NOW (Newcomer Orientation Week) and WIN (Welcome and Information for Newcomers) initiatives, French-language schools now have their very own ANNA (*Accueil des nouvelles arrivantes et des nouveaux arrivants*). This program, which is specifically tailored to the needs of French-speaking newcomers, was designed with the help of SWIS teams and is funded by Citizenship and Immigration Canada.

ANNA is a year-long welcome and information program that culminates in a school-wide event to celebrate the integration of newcomers, the work of peer leaders and important milestones.

As with the NOW and WIN initiatives, peer leaders involved in the ANNA program are responsible for welcoming and mentoring newcomers with guidance from the SWIS team. The new program is promoted by COPA, a provincial organization that disseminates information to schools across the province. For more information, go to www.teeontario.ca.

Source: COPA

NOW AVAILABLE at www.teeontario.ca: French-language report of the provincial consultation with French-speaking SWIS. The French-language SWIS web site, made possible with CIC funding, offers a range of information tools. Be sure to visit!

Source : Bulletin TEE Ontario produit par le COPA, Centre ontarien de prévention des agressions

Immigrant Women: A New Resource for a New Life

It's not always easy for Francophone Immigrant women, especially those affected by violence, to know where to go in the new host country or community to find support services. And it's just as challenging for primary workers to figure out how best to help them.

The answer to this twofold challenge? An information guide which can be used as a reference tool by both immigrant women and primary workers. It was created by *Comité Réseau Ottawa*, a group of Ottawa community stakeholders, with funding support from Status of Women, under the Women's Program.

The French-language guide entitled *New Country... New City... New Life...* is an extensive compilation of information about what every immigrant woman needs to know in order to make a life for herself in Ottawa. It tells them where to find community shelters and housing; it spells out their rights and freedoms; it covers everything from languages to health care, education, employment and nutrition, even how to dress properly for Canadian weather.

French-language settlement and integration services are also listed as well as other important support services such as legal aid, food banks and specialty food stores. Each listing provides a brief description so that immigrant women can more easily choose the resource that best fits their needs.

In the process of doing this community mapping work, members of the work committee also surveyed newcomers. Having a better understanding of their situation and the difficulties they face enabled the Committee to tailor the information guide to the specific needs of immigrant women.

The French-language guide for immigrant women in Ottawa is available in print, on CD and online at www.francofemmes.org/comite-reseau-ottawa.

Editorial team

Comité Réseau d'Ottawa is...

A network of French-language feminist stakeholders working together to curb violence against women and children and to prevent sexual abuse.

The network was founded in 1988 at a time when primary workers were looking to break out of their isolation, widen their expertise, and strengthen their community action.

<http://comite-reseau-ottawa.org/index.cfm>



Economy - Jobs - Recognition

Opportunities for All: Innovative Project Produces Concrete Results

OPPORTUNITIES For All

A Win-Win Awareness-Raising
and Integration Strategy
by RDÉE Ontario

The provincial outreach and economic integration strategy Opportunities for All launched by RDÉE Ontario in April 2010 has had a direct impact on 1,600 newcomers and entrepreneurs through increased awareness, targeted information dissemination and training.

Funded by Citizenship and Immigration Canada (CIC), the strategy has helped French-speaking newcomers as well as small and medium-sized businesses (SMEs) to find real solutions to the very real economic difficulties they face. Business agents responsible for implementing the *Opportunities for All* strategy are providing support in two ways: walking entrepreneurs through the process of starting a business in Ontario, and helping job seekers to better understand the Ontario labour market and what they need to succeed in it. Business agents also work with employers to promote the recruitment of immigrants.

In short order, RDÉE Ontario has managed to get employers and other stakeholders in the province to sit up and take notice of the need to better integrate immigrants both economically and socially. The many different outreach activities—training and information sessions, roundtable discussions and presentations held across the province under the *Opportunities for All* banner—have produced the desired outcomes: immigrants have been hired, new business ventures have been launched and recruitment solutions have been found.

Editorial team based on an interview with Project Manager Karine Morin on behalf of RDÉE Ontario.

Here is a collection of eight success stories.

SUCCESS STORIES EMPLOYABILITY

"With a Masters in public ethics from the University of Ottawa, I felt very confident about finding employment in my field. But it didn't turn out that way. I posted my resume on many personnel agency web sites and touched base with various employments consultants, but to no avail.

The Opportunities for All team was a huge help to me. Business agents mentored me through the process and provided much-needed moral support along the way.

I found employment thanks to them... They provided me with wonderful communication tools and techniques which helped me in job interviews. I also learned how to play up my work experience and how to sell my skills. They helped transform me into a highly marketable candidate. It was exactly what I needed."

Mariama Bah,
Benefits Specialist, Toronto

"In my previous job, I felt uncomfortable every time I showed up for my shift. A year later, I decided to find a new job in Sudbury. It took me three months, but finally with the support of an Opportunities for All business agent, I got a new position working for the city in a long-term care facility. I've been employed at Pioneer Manor for two months now and I love it.

The time spent with the business agent was very useful. We met over three days for hours at a time to discuss strategy, look over my resume and tailor it to the job requirements.

I learned that the devil is in the details. For instance, what a candidate says on paper about what they want to achieve job-wise can have a huge impact on a prospective employer. I also learned that the presentation letter is key to get called in for a job interview."

Lise Ngandu Kasakanga,
Personal Support Worker, Sudbury





"Sometimes when you're job hunting, you get to a point where you just want to give up."

Good thing I met an Opportunities for All business agent, because that's what got me over the hump. The agent stuck around even after I got the job to help me fit it into my new workplace.

Those business agents really give it their all to help newcomers find meaningful employment. With their help and support, I was able to do it."

Elsa Gamini, Administrative Assistant, Ottawa

"I finally found a job!!!! I signed a one-year contract as a technical support representative."

I'm so happy to be working for a 100% Canadian company. It's a bilingual position and it's very interesting. The people here are great and they made me feel welcome."

Anne Michaux,
Information Technology, Toronto

SUCCESS STORIES ENTREPRENEURSHIP

"When I arrived in Canada two years ago, I had no clue just how big the challenge of economic integration was. I realized that if I was going to make it here, I would need to have the right tools."

Fortunately, about a year ago, I met with an Opportunities for All business agent, which changed everything for me. I took part in an intensive training session to develop a business plan and learn about business rules and regulations among other things. I also received mentoring and support to get my new business venture off the ground."

My business is not even a year old and already I'm hiring people!"

Sébastien Roche, LensMotion, Toronto

"Starting up a new business is not easy... The people at Opportunities for All helped me understand the start-up process, how to put together a business plan and how to manage it all."

I now have my business plan. The support I received helped me to see the light at the end of the tunnel and kept me going in the right direction."

Eva Kossa, KOSSA'S – Serveur Afric, Sudbury

"I connected with the Opportunities for All team through La Cité collégiale. A business agent helped me get started so that I could set up my new hair salon. My business plan is nearly complete and my next step is to meet with the bank."

Most people who want to go into business for themselves have no clue how to get started, or where to find the information they need. That's what the business agent is there for."

I highly recommend their services, because they put you on the right track from the start."

Noella, Noella's Hair Design, Ottawa

"When I got to Canada, I just wanted to find a job in interior design. But after speaking with a business agent of The Opportunities for All initiative, I decided instead to look at opening a new business."

The business agent was there with me every step of the way and, thanks to her, I met my first clients. The chemistry between us is really great."

If you have a dream or need a boost of confidence, contact an Opportunities for All business agent."

Anabelle Bochand, Toronto

"Our strategy is intended to support the province's economic recovery by making the most of the vastly under-employed pool of French-speaking human capital currently at our disposal. We are well on our way to achieving this goal", says Nicole Sauvé, Executive Director of RDÉE Ontario.

◀◀◀ page 2

Training workshops are planned for community partners in order to build capacity and strengthen partnerships.

Eastern Network

In order to facilitate the integration of immigrants in the region, and of women in particular, the Eastern Network is stepping up networking efforts within the community as well as with employers in three key areas: Ottawa, Kingston and Cornwall. The focus is also on maintaining and/or increasing collaboration and trust among community partners, and fostering a better understanding of the issues surrounding Francophone immigration.

Northern Network

Following the Destination Canada job fair, the Northern Network compiled a list of potential partners and met with key employers in health, education, technology as well as the mining industry (e.g. Collège Boréal, Bombardier, Ministry of Education, Thunder Bay Regional Health Sciences Centre and Laurentian University). The recruitment goal was achieved when four Tunisian welders chose to immigrate to Canada. This is proof that targeted recruitment initiatives are worth the effort. The Network continues to work in concert with various ministries and organizations, such as MCI and the Local Immigration Partnerships (LIPs),

in addition to providing support for the LINC program (Language Instruction for Newcomers).

CIC remains committed to the Francophone community. Service providers have demonstrated their abilities through their contributions in all regions across Ontario. Thanks to current projects and innovative programs, newcomers settling in a Francophone community can access a range of services in support of their economic, social and cultural integration.

Cultural Skills Training: *Promising Program, Positive Outcomes*



Just one year after launch, the training program was recognized in 2010 as a best practice by the Government of Ontario.

First implemented in 2009, the Cultural Skills training program has met with success everywhere around the province with newcomers and host communities alike. The secret of its success? The training program provides real-world tools to help us manage diversity in everyday life and make the most of it.

Just one year after launch, the training program, which was initiated by La Passerelle-I.D.E and is funded by Citizenship and Immigration Canada (CIC), was recognized as a best practice by the Government of Ontario.

It is a timely resource: the need for cultural skills has never been greater. Ontario is undergoing dramatic demographic change, as is the Francophone community. In fact, this population is experiencing its largest sociodemographic transformation ever. The challenge is twofold: newcomers want to know how to successfully integrate into society, while host communities need to find more effective ways of integrating them. From both angles, the overriding concern is to ensure that all of us have the wherewithal to live, work, play and grow together. And that is what the training program provides: the how-to.

But what makes the program truly unique is the fact that it tackles the how-to from different perspectives. It is designed to help all groups: newcomers as well as host communities including employers/employees and service providers among other stakeholders. In a context of fast-growing diversity, everyone has something to learn about how to get along with everyone else. The program follows a well-defined curriculum, but the training formula at its core is flexible enough so that content can be customized to specific needs.

Available Province-wide

To date, over 470 new Canadians have received training in Toronto, Ottawa, London, Hamilton, Niagara, Windsor and Sudbury; some 120 employees and managers have also had cultural skills training.

"I can't tell you how glad I am to have attended the Cultural Skills workshop. It cleared up so many things about life in Canada, the integration process, and my role here in socioeconomic terms. Now I know what I have to do to ensure my personal and professional success. Thank you again and kudos to our trainer Maryse Bermingham, a true champion, and to La Passerelle for the leading role it plays in our community."

Merieme Mharzi (Morocco), Ottawa

"The workshop was great in both style and substance. I liked the segment on ethnic grouping to ensure fairer integration. Looking at the different phases of integration was very helpful. I was able to determine which phase I'm going through. I found the information on employment and the advantages of the system here especially helpful. Information is power."

Kimiko (Japan), Toronto

"I've lived in Canada for a long time. Still, the Cultural Skills training gave me a better understanding of the law. I didn't know the history of immigration. I'm happy with the workshop experience. It's very important to educate new Canadians and tell them what to expect. The two-way training is key. Educating Canadians about newcomers and the many challenges they face is just as important. This will help them open up more and be more understanding, especially regarding employment, education, etc."

Djenane Douglas (Haïti), London

To date, close to a dozen institutions and organizations have signed up for the cultural skills training. They include London-Sarnia ACFO, Centre Psychosocial, Ottawa YMCA, Sudbury's Contact interculturel francophone, Hamilton-Niagara Community Health Centre, Fédération des communautés francophones et acadienne du Canada, the Ministry of Education as part of its 2010 Forum, and the Ministry of Health and Long-term Care.

Cultural skills training helps participants from host organizations and communities to develop a better understanding of the barriers newcomers face in the workplace and socially. Together they look at different solutions and figure out ways of applying them in their setting.

"Staff members were sometimes at a loss. They didn't have the experience and the knowledge to deal with certain situations in the workplace. The workshop gave them an opportunity to tailor their approach and adopt a new therapeutic strategy. This completely changed their mindset which, at times, was rigid. As service providers, our people benefitted a great deal from this training."

Guy Bouchard,
Director of Clinical Services,
Centre Psychosocial, Ottawa

"I just wanted to say that the pleasure is ours and that we will do our part to actively promote cultural skills training as a prime integration tool."

Alain Dobi, Coordinator
Central Southwestern Francophone Immigration Support Network

"This training is as effective for new Canadians as it is for host communities and organizations. The two-way approach is essential and highly relevant since both parties must learn to live together."

Yasser Bouurab,
Hamilton Community Health Centre

"Our communities are changing dramatically, profoundly," says Léonie Tchatat, Executive Director of La Passerelle-I.D.É. "In some organizations, up to 50% of new employees are immigrants. Employers, managers and employees in every sector, across the province, in community health centres and university hospitals, in small businesses as in large corporations, in food banks and financial institutions, are looking for ways to reconcile divergent views, customs, values and beliefs and to turn diversity into an advantage. This is what our training program is designed to do."

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Regionalization

News from the Central Southwestern *Francophone Immigration Support Network*

By Alain Dobi, Network Coordonnateur

The Network is pleased to report that great strides are being made in Central Southwestern Ontario. Its 2011-2012 Action Plan, which was reviewed by Citizenship and Immigration Canada (CIC), is now being implemented with the active participation of local and regional partners.

Building Francophone Capacity

Four Francophone community organizations based in Central Southwestern Ontario have been selected by CIC to provide federally-funded settlement services to newcomers in their communities, namely:

- Solidarité des femmes et des familles immigrantes francophones du Niagara (SOFIFRAN), in St-Catharines;
- Centre français de Hamilton;
- Centre communautaire de Windsor which serves Windsor - Essex - Kent;
- Conseil des Organismes Francophones de la Région de Durham (COFRD).

This development follows recommendations by stakeholders in Network-sponsored local and regional forums to increase federally-funded Francophone settlement services in the region.

The Network and its partners welcome this news, which means an increased capacity in the region to provide direct settlement services in French and to serve a greater number of French-speaking newcomers. As federally-funded service providers, community recipients will also have the opportunity to participate in capacity-building activities and workshops provided by CIC and the Ministry of Citizenship and Immigration (MCI) of Ontario.

The Network believes that new funding in Central Southwestern Ontario will reinforce the region's capacity to welcome and integrate French-speaking newcomers, which represents a significant development.

Improved Access to NSP

Hamilton also received good news. MCI is funding the provincial Newcomer Settlement Program (NSP), thus enabling the *Centre de santé communautaire* (CSC) of Hamilton/Niagara to better serve French-speaking newcomers. In fact, all French-speaking immigrants regardless of their status will be eligible for settlement services. The CSC is now one of only three Francophone community organizations in Ontario to be granted this type of funding, along with the Economic & Social Council of Ottawa-Carleton and the *Centre francophone de Toronto*.

More Good News

CIC will also fund the implementation of the SWIS program in French-language schools in the Hamilton and Niagara regions. See sidebar for details.





SWIS Program

Funded by CIC, the Settlement Workers in Schools (SWIS) program is an added component to the range of settlement and integration services that the *Centre de santé communautaire* (CSC) of Hamilton/Niagara has long provided to newcomers. Clients with school-age children will now have direct access to services specially designed to facilitate their integration.

SWIS, which are part of the CSC's multidisciplinary team, play a multifaceted role:

- They facilitate access to essential services, e.g., primary health care, mental health and social services;
- They provide information about community services and resources and show newcomers the pivotal role that education plays in the preservation of the French language and culture;
- SWIS also work closely with teaching staff to foster a better understanding of the challenges of immigration (e.g., special needs of newcomer families, barriers to integration).

In summary, SWIS work hard on developing strong child - family - school ties. Stronger ties help foster a more positive, inclusive climate both at school and in the community, which helps to improve retention rates in the host region.

Source: www.tseeontario.ca



**Justice of the Peace
Mohammed Brihmi
has more than 25
years of public service
experience, working
with francophone
communities both
internationally and
across Ontario.**

Northern Network Coordinator Appointed Justice of the Peace

The Attorney General of Ontario has appointed Mohammed Brihmi justice of the peace to the Ontario Court of Justice effective July 29, 2011. Congratulations to the Coordinator of Northern Ontario's Francophone Immigration Support Network!

Justice of the Peace **Mohammed Brihmi** has more than 25 years of public service experience, working with francophone communities both internationally and across Ontario. He has worked and taught in the fields of social sciences, human resources development, project management and strategic planning, specializing in issues affecting francophone as well as immigrant and refugee communities. He has served on several boards and committees, such as the Board of Directors of the Toronto Foundation for Student Success and, most recently, as an adjudicator for the Investigation, Complaints and Reports Committee of the Royal College of Dental Surgeons of Ontario. In addition to his work with French-speaking communities, he has also been a volunteer with organizations serving refugees and other newcomers in the Moroccan, Muslim-Arab and other ethnic communities. Justice of the Peace Brihmi was assigned to the Toronto Region.

Source: Ministry of the Attorney General
ontario.ca/mag, July 28, 2011

Focus on Entrepreneurship

In September 2011, close to 30 participants took part in an entrepreneurship workshop organized by ACFO London-Sarnia's business unit. Representatives from the Network, the community, the Ontario Trillium Foundation and RDÉE Ontario's *Opportunity for All* initiative were also in attendance.

Highlights included presentations, entrepreneur testimonials, networking, roundtables and information-sharing. The workshop was a not-to-be-missed opportunity for budding entrepreneurs.

Source: Central Southwestern Francophone
Immigration Support Network



Highlights

First Provincial Forum of Francophone Immigration Support Networks of Ontario Progress, Challenges and Outlook

The following is a translated excerpt of the French-language Summary Report submitted to Network Coordinators in June 2011 following the Provincial Forum held earlier that same year in February.

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The Francophone Immigration Support Networks of Ontario held their first ever provincial forum on February 24 and 25, 2011, in Ottawa. In attendance: over 200 participants involved in Francophone immigration representing key sectors of activity from across the province. Staff members from all three Networks were also present, as were government officials, immigration, education, health and community stakeholders and partners. Dignitaries included the Honourable Jean Augustine, Fairness Commissioner, and the Honourable Madeleine Meilleur, Minister of Social and Community Services of Ontario.

The forum was the result of a joint effort between the three Ontario Francophone Immigration Support Networks; it was funded primarily by Citizenship and Immigration Canada (CIC), with contributions from local, regional and provincial government agencies. The forum's main goal was to take stock of Francophone immigration to date, i.e. to look at how far things have progressed and where to go from here. It was also an opportunity to bring all relevant stakeholders from all three regions together to network, share experiences, discuss best practices and celebrate milestones.

[...] Forum participants came together to formulate a common vision on key issues and challenges surrounding Francophone immigration in Ontario. They also addressed factors that impact or impede progress. Forum activities were spread over two days:

► Day 1: Regional Meetings

Members of each Network met to discuss region-specific issues and share information prior to the plenary session, i.e. regional experiences, initiatives, best practices, milestones, lessons learned and challenges to overcome.



► Day 2: Provincial Plenary Session

The session included 10 guest speakers who each tackled a key immigration theme. There were seven keynote addresses by leading experts, including senior government officials.

Discussion Highlights

- In the last five years, a great deal of development work has been done with service providers catering to French-speaking newcomers. Examples of this include the implementation of university and college programs intended for internationally educated professionals as well as the increased number of settlement and integration services.
- Important policy work has also contributed to the advancement of Francophone immigration. Both the Steering Committee of Citizenship and Immigration Canada (CIC) – Francophone Minority Communities and the Steering Sub-Committee for Ontario have played a central role in this regard.
- Many socioeconomic initiatives are launched by Francophone immigrants themselves. Examples of this include the Niagara agricultural garden, the Samaritaine community garden in Brampton, the sewing cooperative COUMO in Burlington, and the Franco-Présence bistro, in Ottawa.

Despite these strides, much work remains to be done to ensure the successful integration of immigrants both from a social and economic standpoint. In workshops and plenary exchanges, participants formulated a series of general recommendations to bridge gaps and address challenges including the following:

- Policies must be designed to support the regionalization of Francophone immigration in order to ensure the continued existence of language minority communities, which are seriously lagging behind. And if we are to achieve the national target levels, we must see to it that municipalities across Ontario become central players.
- There needs to be an agreement between French-language community colleges in Ontario regarding the recognition of credits, especially between Collège Boréal and La Cité collégiale. In this way, students enrolled at one college would have the option, for whatever reason, to continue taking the same study program at the other college.
- Since education is compulsory, including for all school-age children of immigrant families, schools are key components of the integration process. As such, they need to work collaboratively with all community stakeholders to help newcomer families to integrate into the host community.

What Was Said at the Provincial Forum

“ [...] municipalities have to become the drivers of Francophone immigration in Ontario. Here are five key points to consider:

1. Canada has one of the highest rates of immigration in the world per capita; immigration is an excellent strategy. Note that in 1912-1913, our immigration rate was 7 times greater than it is today.
2. Immigration is not charity, but rather a strategy to fuel population and economic growth, to preserve our culture and our language, and to ensure our community's survival in Ontario.
3. Natural resources are the greatest assets our provinces have, but human capital is the greatest asset a municipality or a community can have, especially a minority language community. Attracting the best and the brightest from around the world should be our main priority, much more so than attracting capital investments.
4. We need a made-in-Ontario Francophone immigration policy. Soon the war on talents will be raging between provinces desperately seeking Francophone immigrant and refugee talent. (Annual fixed target of roughly 250,000 immigrants.)
5. The regionalization of Francophone immigration needs to happen. Otherwise Ottawa and Toronto will be the only ones reaping the enormous benefits of immigration. ”

Excerpt of keynote address by researcher Ronald Bisson, February 2011

Excerpt of CIC Keynote Address at Provincial Forum

“ I would like to talk about the important work the Networks are doing in key areas to ensure the successful integration of French-speaking immigrants in Ontario economically, socially and culturally.

- In the last five years, the Networks have done research to identify and address the specific needs of French-speaking newcomers at the local and regional levels;
- They have forged ties with the business sector and implemented several projects in support of economic integration;
- They have been actively involved in the recruitment of French-speaking newcomers, taking part in activities such as Destination Canada, and have implemented a continuum of integration services to help new Canadians;
- They have worked proactively with Local Immigration Partnerships;
- They have established ties with different sectors of activity (municipalities, social services, education, health care) to ensure adequate and relevant integration services are provided to French-speaking immigrants;
- As a result, they have strategically positioned the issue of Francophone immigration in Ontario as part of the programming intended for immigrants in Ontario.

This forum plays an important part, serving as a showcase of both the Networks' achievements and best practices related to the settlement and integration of French-speaking immigrants, here, in Ontario.”

*By Darlyn Mentor, Director, Settlement Programs, Ontario Region
Citizenship and Immigration Canada*